

# **CIVIL RIGHTS TRAINING**

## **Version B**

Topics: Language, Accommodations and  
Data Collection

The Emergency Food Assistance Program  
(TEFAP)

Commodity Supplemental Food Program (CSFP)

USDA Household Programs  
Child and Adult Nutrition Services  
November 2015

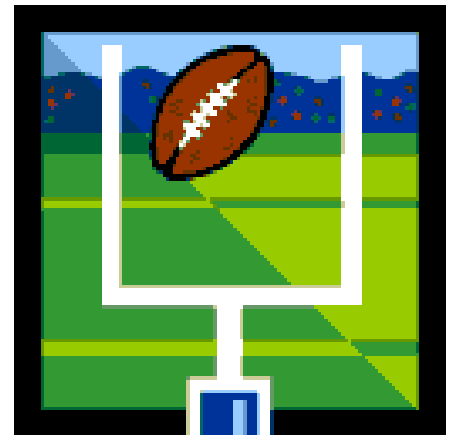


**south dakota**  
**DEPARTMENT OF EDUCATION**

**Learning. Leadership. Service.**

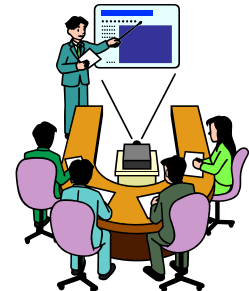
# GOALS OF CIVIL RIGHTS

- Equal treatment for all eligible participants
- Knowledge of rights and responsibilities
- Get rid of reasons why people don't take part in a program
- Dignity and respect for all



# TRAINING

- Local agencies are responsible for annual training.
- First line workers (including volunteers) and all levels of supervisors must receive required training.
- Training can be done in many ways.
- **You are required to document your training efforts.**



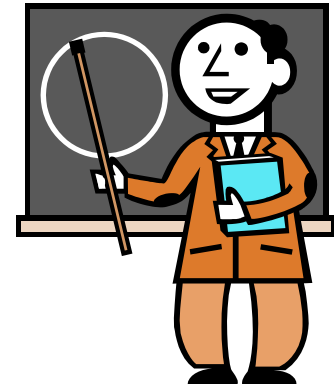
# Required Training Documentation

- Name of the training Instructor
- Date training was given
- Topics covered in the training
- Names of all the people being trained
  - Use simple sign-in sheets which all participants sign at the end of the training session
- Keep your sign-in sheets in your files along with a copy of the training.



# CIVIL RIGHTS REQUIRED TRAINING TOPICS

- Collection and use of data;
- Effective public notification systems;
- Complaint procedures;
- Compliance review techniques;
- Resolution of noncompliance;
- Reasonable accommodation of people with disabilities;
- Language assistance;
- Conflict resolution; and
- Customer service



# Topics Today

- Language Assistance
- Reasonable Accommodation of People with Disabilities
- Collection and Use of Data



# CIVIL RIGHTS LAWS

- Title VI – Civil Rights Act of 1964 states *No person in the United States shall be discriminated against on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity.*
  - Example: Race/color: Treating or speaking to a child differently (using slang for example) or in a friendlier manner because of race or color.

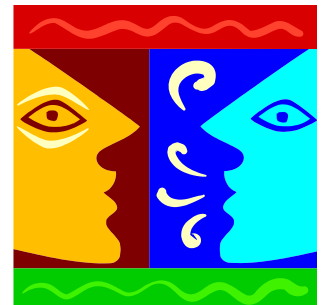


# Language

Agencies of TEFAP & CSFP have a responsibility to make sure people with limited English proficiency (LEP), individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English need to be served in other languages.

Additional resources available at:

[http://www.fns.usda.gov/cr/LEP\\_entry.htm](http://www.fns.usda.gov/cr/LEP_entry.htm)



# Language



Provide information in other language when:

- High number of LEP persons are in your eligible population
- The person has contact with program often
- The importance of program – which food is
- This will cost you, for help contact the Child and Nutrition Services office

**SHORTAGE OF MONEY DOES NOT ELIMINATE  
REQUIREMENT!!!**

# Language

- Children who are minors should not be used as interpreters.
- Volunteers may be used, but make sure they understand confidentiality!
- See [www.lep.gov](http://www.lep.gov) for more information



# CIVIL RIGHTS LAWS

- The Age Discrimination Act of 1975 provides: *No person in the United States, shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.*



# CIVIL RIGHTS LAWS

- Title IX of the Education Amendments of 1972 states: *No person in the United States shall, on the basis sex (gender), be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance.*
  - Example: You shouldn't offer smaller portions to women compared to men. The same size portion should be offered to each.



# CIVIL RIGHTS LAWS

- Section 504 of the Rehabilitation Act of 1973 added disability to Title VI.
- Title II and Title III of the Americans with Disabilities Act of 1990 extended the requirements to all services, programs and activities of State and local governments and prohibits discrimination based on disability in other public services.

# Reasonable Accommodations



- Make sure people with disabilities can get into your agency from the parking lot, entrances, hall, elevators, rest rooms, and allows service animals
- Arrange ways for people to get services
  - Example: You come up to main floor if your program is in the basement and you don't have an elevator.
- FedRelay [www.gsa.gov/fedrelay](http://www.gsa.gov/fedrelay)  
Telecommunications services to allow individuals who are deaf, hard of hearing, and/or have speech disabilities.



# WHAT IS A PROTECTED CLASS?

- Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order.
- Protected classes in TEFAP & CSFP are race, color, national origin, age, sex, and disability.



# 2004 “Equal Opportunity for Religious Organizations”

- Laws protect Faith-Based Organizations
- Church and community organizations are treated the same
- Prohibits discrimination against an organization on the basis of religion, religious belief or character in the distribution of funds
- Any faith organization can use space in their building without removing religious art or symbols

# Law Protects People

- No organization that receives direct assistance from the USDA can discriminate against a participant or potential participant on the basis of religion or religious belief.
- Faith-based organizations can do their mission, as long as USDA funds (or activities) do not support worship, religious instruction or pressuring people to take their beliefs.

# Collection and Use of Data

- Required for CSFP
- Currently participants self-declare for TEFAP
- In general, any data collected about beneficiaries should be kept secure and confidential.
- Used to determine if more people could be reached in your community.
- Identify who needs to be reached yet.



# CUSTOMER SERVICE

## PLATINUM RULE

“Treat others the way they want to be treated  
(or at least be aware of what that is).”



# NON-DISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at:

[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) Fax: (202) 690-7442; or (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

# Questions?



# Civil Rights Training Test B

- Complete the Civil Rights Training Test B
- Check answers
- Retain completed training test in administrative records for 3 years past current year
- Include copy of training and instructor name in the records
- Complete Civil Rights training annually

# RESOURCES

- <http://doe.sd.gov/cans/index.aspx>
- MPRO SP 01-2016 (DR) 4300-003 Equal Opportunity Public Notification Policy
- <http://www.fns.usda.gov/civil-rights>
- [http://www.fns.usda.gov/cr/LEP\\_entry.htm](http://www.fns.usda.gov/cr/LEP_entry.htm)
- <http://www.ascr.usda.gov/>
- <https://www.ascr.usda.gov/filing-discrimination-complaint-usda-customer>
- <http://www.fns.usda.gov/cr/Documents/113-1.pdf>
- <http://doe.sd.gov/cans/tefap.asp>

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